

Guide to Handling Personal Information Related to Expo IDs

The Japan Association for the 2025 World Exposition (hereinafter, the ‘Association’) respects the privacy of all visitors (hereinafter, ‘Users’) to the 2025 World Exposition in Japan (hereinafter, the ‘Expo’), and puts the highest priority on protecting personal information concerning Users. This document is aimed at supplementing the Association’s Privacy Policy by giving a more detailed explanation about the handling of personal information concerning Users that the Association obtains in relation to Expo IDs.

1. Expo ID

The Expo ID is a versatile ID that the User uses to log in to various Expo-related services. Registering for an Expo ID allows Users to conveniently access a wide variety of services. Specifically, the following services are available:

- Purchasing digital tickets

By logging in with your Expo ID to the official Expo 2025 Osaka, Kansai, Japan ticket purchase website (hereinafter, the ‘Ticket Site’), you can purchase digital tickets for the Expo. Your Expo ID also allows you to deliver digital tickets to others, receive digital tickets from others, and manage multiple digital tickets you have purchased.

- Booking admissions to the Expo site, pavilions, and events

By logging in with your Expo ID to the Ticket Site, you can book your admission to the Expo site for a specific date and time. You can also book your admission to pavilions and events according to the date and time of your booked admission to the Expo site. (Some tickets do not require admission booking for a particular date or time, and some pavilions and events allow you to queue for admission without the need for advance booking or same-day registration.)

- Booking park-and-ride (P&R) lots

By logging in with your Expo ID to the Expo park-and-ride (P&R) lot booking site, you can book an Expo P&R lot in Maishima, Amagasaki, or Sakai.

- Using various other online services

Your Expo ID allows you to use various other services, including Virtual Expo and EXPO 2025 Visitors (the Expo 2025 Osaka, Kansai, Japan’s official mobile app; hereinafter, the

‘Visitors App’), as well as to subscribe the Expo’s official email newsletters.

2. Personal information obtained in relation to the Expo ID

When a User registers for an Expo ID, the Association will obtain the following personal information:

(1) Information entered by the User when registering for an Expo ID

When a User registers for an Expo ID, the Association will obtain the following items of information from their entries on the registration form.

[Required items]

- Expo ID
- Expo ID password
- Language settings
- Name
- Email address (optional for those who have had another person register on their behalf)
- Phone number (optional for those who have had another person register on their behalf)
- Date of birth
- Country/region of residence (You may choose ‘I will not answer’.)
- Prefecture (required only for those who have chosen ‘Japan’ as their country of residence; you may choose ‘I will not answer’.)

[Optional items]

- Gender
- Preference regarding receiving emails related to the Expo

You may register for an Expo ID without entering these optional items.

(2) Information obtained through linked social media accounts

When a User links their Expo ID to their account on an external social media platform, the Association may obtain the following information from that external social media account.

- Information regarding that social media account
- Information regarding the result of authentication of that social media account

The Association will only obtain this information if the User personally sets their Expo ID settings to link their Expo ID to their account on an external social media platform. The Association will only obtain the email address and name of the User as information regarding their social media account (or only one of these, depending on the linked social media platform). Please note that the Association will not obtain the User's password for their account on an external social media platform.

(3) Information automatically obtained from a User's device

When a User registers for an Expo ID or uses web or app services provided by the Association, the Association will automatically obtain the following information from the User's device.

- Information including OS information, the IP address, the browser type, other browser information, referrer information, and cookie ID information

3. Purposes of use of personal information obtained in relation to the Expo ID

The Association uses personal information of the kinds specified in 2 above for certain purposes, including the following:

- To provide various services

The Association will use items of information, such as the Expo ID and name of a User, to allow them to use various services, including purchasing tickets, booking admission to the Expo site for specific dates and times, booking admission to pavilions and events, and logging in to the Visitors App.

- To respond to User enquiries and identify the enquirer

The Association will confirm User information to respond to questions about Expo IDs or to enquiries about tickets and services. For example, when a User submits an enquiry after forgetting their Expo ID password or to confirm details about their ticket, the Association will respond appropriately based on the information registered with their Expo ID.

- To contact Users in the event of an emergency or in order to inform them of important matters

The Association will send a notification to Users at their email address or other contact points registered with their Expo ID when any changes are made to the admission rules, terms of use, event schedules, etc. during the Expo.

- To contact and identify Users for pavilion or event operations

To support smooth admission to pavilions and events that require advance admission

bookings, the Association will confirm Users' bookings by scanning the QR codes on their admission tickets linked to their Expo IDs at the event or pavilion for which they have booked admissions. The Association may also contact Users concerning details about their bookings.

- To provide information about the Expo (only to those who have made preference settings to receive emails)

The Association will email Users to provide the latest updates about the Expo, event recommendations, etc. This applies only to those who have made a preference setting to receive emails. The preference setting can be modified by accessing 'Profile' > 'Update' on the Expo ID registration website.

- To request cooperation in surveys

To improve Expo operations, the Association may ask visitors to answer questionnaires to share their views on the Expo.

In addition to the abovementioned purposes of use, the Association may use personal information for the purposes stated in its Privacy Policy according to the service used by the User.

4. Provision to third parties of personal information obtained upon Expo ID registration

The Association may provide the personal information that it has obtained upon a User's EXPO ID registration to a third party with the User's consent in certain cases, including the following:

- Providing information about admission bookings for pavilions, events, etc.

The Association may provide personal information about Users to the exhibitors of pavilions, events, etc. to help process their booked admissions to the pavilions, events, etc. The respective exhibitors may contact the Users to inform them in detail of their bookings or for other purposes.

- Providing information to the relevant service providers according to User's data linkage settings, using the Expo ID data linkage function

If a User chooses the 'Expo-related services provided by third parties' section from the Expo ID data linkage settings menu on the Visitors App and agrees there that their own data will be linked to particular services, the data items linked to the particular services as stipulated in the section will be provided to the providers of the linked

services. One example of this type of data linkage is linking data registered upon Expo ID registration (such as the name, date of birth, country of residence, email address, and telephone number of the User) to the service provided via the 'Expo 2025 Official Experiential Travel Guides', a tourism portal site operated by JTB Corporation. Users can define data linkage settings for each service.

5. Management of personal information

The Association will strictly manage the personal information it obtains and take appropriate information security control measures in compliance with the Act on the Protection of Personal Information.

6. Contact information

For enquiries about the Expo ID, please contact us using the form below.

[[Enquiry form](https://forms.office.com/r/7TnRDqJbkK?lang=en-us)] (<https://forms.office.com/r/7TnRDqJbkK?lang=en-us>)

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7. Related information

- The Privacy Policy is available [here](https://www.expo2025.or.jp/en/privacy/): (<https://www.expo2025.or.jp/en/privacy/>)
- Frequently asked questions are available [here](https://faq.expo2025.or.jp/hc/en-gb/sections/4499272204574-Terms-of-use-and-privacy-policy): (<https://faq.expo2025.or.jp/hc/en-gb/sections/4499272204574-Terms-of-use-and-privacy-policy>)